

FY 2020-2024 Veterans Health Administration Long-Range Planning Framework

The FY 2020-2024 Veterans Health Administration (VHA) Long-Range Plan outlines Goals, Objectives, and Strategies to establish and align VHA's efforts and resources over the next several years. This is VHA's Level 2 Planning Framework that cascades from the Level 1 [Department of Veterans Affairs \(VA\) Strategic Plan](#). This Framework is intended for use by VHA Program Offices, Veterans Integrated Service Networks (VISNs), and VA Medical Centers (VAMCs) to articulate and guide organizational change as VA adapts to meet the evolving needs of Veterans.



VHA Mission Statement: Honor America's Veterans by providing exceptional health care that improves their health and well-being. VA Core Values: I-CARE (Integrity, Commitment, Advocacy, Respect, Excellence) define who we are and our culture. They serve as a guide in providing care and services to Veterans, their families, and beneficiaries.

VA Priorities

Customer Service

MISSION Act

Business Transformation

Electronic Health Record Modernization

VHA Priorities

Restore Trust

Modernize Systems

Create a Learning Organization

VHA LONG-RANGE GOALS

GOAL 1

Make VHA the provider & care coordinator of choice for Veterans

GOAL 2

Deliver comprehensive & integrated whole health care

GOAL 3

Innovate as a learning & teaching organization

GOAL 4

Increase the efficient & effective use of resources across the enterprise

WHERE ARE WE GOING? Specific conditions that must be attained to accomplish goals. (Objectives)

1.1: Increase national recognition of VHA as a provider of high-quality health care services.

1.2: Provide greater choices for care across the VA system at facilities and through community care, virtual care, and collaborative opportunities.

1.3: Provide increased care to diverse Veterans including those who are underserved and in urban and rural settings.

1.4: Increase access to, and use of, a broad spectrum of services that support and encourage lifelong health and wellness.

2.1: Integrate caregivers, families, and other support systems as key members of a Veteran's care team.

2.2: Improve coordination, communication, and transparency across VHA Clinical Service Lines and Program Offices.

2.3: Enhancing continuity of care by strengthening and building relationships with internal and external partners.

3.1: Transform VHA into a High Reliability Organization, building a culture of shared ownership, accountability, and collaboration.

3.2: Increase communications that promote the use of learning tools and understanding of available resources to Veterans, employees, and stakeholders.

3.3: Integrate and leverage best practices and technological advances in health care into education and clinical practice.

3.4: Conduct clinical research and provide health care-related data that benefit Veterans and the general public.

4.1: Modernize and enhance business and health information systems.

4.2: Optimize the efficient use of physical resources and infrastructure development efforts.

4.3: Provide a comprehensive and robust human resource (HR) structure that supports employee engagement and develops candidates from recruitment to retirement.

HOW WILL WE GET THERE? Specific approaches to accomplish the identified goals and objectives (Strategies)

1.1.1: Widely communicate VA's specialized knowledge within the health care landscape and VA's understanding of Veteran's needs.*

1.2.1: Expand Non-Institutional Care services, giving Veterans the choice to receive care in their home and community rather than in an institution.*

1.3.1: Promote and increase access to services for Veterans' mental health, women's health, and suicide prevention.*

1.4.1: Increase customer satisfaction and experience by providing high-quality care and coordination.

2.1.1: Establish a high performing integrated delivery network.

2.2.1: Ensure an efficient governance structure and cooperative work across VISNs and Program Offices.*

2.3.1: Foster information exchange and organizational alignment with DoD, Military and Veteran Service Organizations, academic affiliates, and other partners to play key roles in Veterans' health care delivery.

3.1.1: Implement and embrace Just Culture principles and enable robust process improvement at all VHA facilities to achieve near-zero levels of harm.*

3.2.1: Leverage online learning, blogs, and other media to improve organizational performance and knowledge sharing.

3.3.1: Develop a knowledge translation program to move scientific research results into clinical care practice.

3.4.1: Promote VHA as an authoritative thought leader in health care training and delivery.

4.1.1: Modernize electronic health records.*

4.1.2: Transform supply chain.*

4.1.3: Transform the financial management system.*

4.2.1: Advance the alignment of health care infrastructure needs through appropriate and timely implementation of market assessment recommendations.*

4.3.1: Streamline and improve HR processes for recruitment, retention, employee incentives, development, and performance recognition.*

